



Strategic Plan





Vision

Healthy people living in healthy communities

Mission

To improve the quality of life for all South Carolinians by protecting and promoting the health of the public and the environment

Core Values

Non-negotiables of our Agency character, defining how we interact with others, shaping our decision processes, and guiding our organizational beliefs about how we achieve our mission.

Core Value Statements



Embracing Service:

We embrace our responsibility to reliably serve our communities, our customers and each other in a respectful manner, relying upon clear and uncompromised commitments to integrity, trust, dependability, and responsiveness.



Inspiring Innovation:

We encourage and empower our teams to find creative solutions to promote and protect the health of the public and the environment.



Promoting Teamwork:

We foster an inclusive and collaborative environment, valuing the diversity of thoughts, experience and expertise of every team member, our stakeholders and our communities.



Pursuing Excellence:

We are steadfast in our commitment to the highest achievable standards of quality and professionalism in our pursuit of healthy people living in healthy communities.

Agency Strategies

Five strategic focus areas, the imperatives that unite our teams, align our work, and enable our Agency to move forward in our ambitious mission.



Education and Engagement:

Educate and engage our team members, stakeholders and communities with relevant and timely health and environmental information to improve quality of life and health outcomes.



Science in Action:

Utilize sound science, quality data and analytical processes to make fully informed, well-reasoned decisions that instill trust and confidence in our expertise and decision making capabilities.



Leadership and Contribution:

Contribute expertise and lead efforts to advance health and environmental protection on a state, regional and national level, positioning DHEC as the trusted source of health and environmental information.



Service and Accessibility:

Facilitate access to and delivery of dependable, timely, professional and culturally appropriate services to meet the needs of communities and our partners.



Operational Excellence:

Develop our people, strengthen our processes, and invest in our technology to support a high-performance organization and a culture of continuous improvement.



Strategy 1: Education and Engagement

Educate and engage our team members, stakeholders and communities with relevant and timely health and environmental information to improve quality of life and health outcomes.

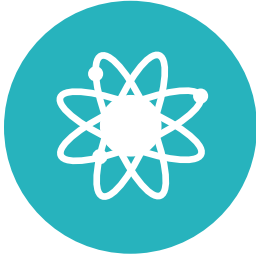
***Agency Awareness:** Grow and develop DHEC teammates' knowledge and familiarity of Agency teams, practices and services in order to position DHEC teammates to better serve our stakeholders and communities.*

***Lead From Within:** Implement and promote initiatives to improve and sustain the health and well-being of our teammates and our environment.*

***Information Access:** Leverage new technologies to increase accessibility and timeliness of health and environmental information to both internal and external customers.*

***Strengthen Our Partner Network:** Expand, engage and leverage our partners in communities, government and business to improve access to relevant and timely health and environmental information.*

***Public Outreach:** Promote awareness of the Agency's health and environmental information and services within the communities we serve.*



Strategy 2: Science in Action

Utilize sound science, quality data and analytical processes to make fully informed, well reasoned decisions that instill trust and confidence in the Agency's expertise and decision making capabilities.

***Informed Decision Making:** Ensure technical and scientific data is readily accessible for teams' use in making sound, informed and objective decisions.*

***Ongoing Technical Training:** Implement a training program to ensure teams are kept current on specialized knowledge and developments in their fields of expertise.*

***Evidence-Based Practice:** Apply current research to promote the use of evidence-based best practices and continuous improvement in our programs and services.*

***External Expertise:** Engage external experts to inform critical decision making and analytical processes.*



Strategy 3: Leadership and Contribution

Contribute expertise and lead efforts to advance health and environmental protection on a state, regional and national level, positioning the Agency as the trusted source of health and environmental information.

***Champion Collaboration:** Organize, promote and help lead work groups within the Agency and with our stakeholders and communities.*

***Contribute to the Profession:** Contribute expertise to the public health and environmental community through active participation in state and national organizations, conferences and committees.*

***Share Knowledge:** Expand the reach and benefit of our experience and expertise through publications, speaking engagements, teaching opportunities, and media relations.*

***Inform Public Policy:** Provide timely and relevant facts, knowledge and insights to the legislature and other policy makers.*



Strategy 4: Service and Accessibility

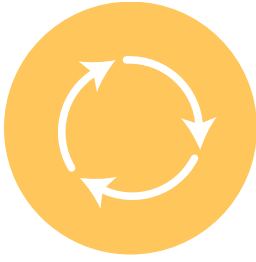
Facilitate access to and delivery of dependable, timely, professional and culturally appropriate services to meet the needs of communities and our stakeholders.

Customer Service Training: Provide ongoing development opportunities for teams to enhance their abilities to deliver services in a professional, culturally appropriate manner.

Electronic Services: Improve customer and partner experience through enhanced online services.

Customer Service: Promote continuous improvement and innovation goals for improving customer service delivery, policies and practices.

Service Access: Employ strategies to ensure cost-effective, sustainable and available environmental and health services to the communities.



Strategy 5: Operational Excellence

Develop our people, strengthen our processes, and invest in our technology to support a high performance organization and a culture of continuous improvement.

***Preferred Employer:** Maximize the job satisfaction of current teams and provide an efficient and welcoming recruitment and onboarding process for new and future team members.*

***Team Development:** Provide new internal and external continuing education opportunities for our teammates to develop and learn new skills and enhance their contributions to the Agency.*

***Infrastructure Stabilization:** Expand the capacity and increase the reliability of our IT infrastructure.*

***Application Rationalization:** Streamline and modernize the Agency's software application portfolio to empower the teams and strengthen Agency performance.*

***Facility Improvement:** Ensure workspaces for our teams across the state are functional, safe, clean, cost-effective, and environmentally friendly.*

***Process Improvement:** Foster a culture of continuous improvement by streamlining, improving and automating critical processes across the Agency.*

***Operational Continuity:** Implement plans, policies and procedures to ensure continued operations of critical Agency functions during emergency situations, information system failure or staff turnover.*